UNITED STATES MARINE CORPS
HEADQUARTERS MARINE CORPS AIR STATION MIRAMAR
PO BOX 452000
SAN DIEGO CA 92145-2000

StaO 5233.1
5NB
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STATION ORDER 5233.1

From: Commanding Officer
To: Distribution List

Subj: DESIGNATION OF AN INFORMATION SYSTEMS COORDINATOR (ISC)
      AND ASSISTANT INFORMATION SYSTEMS COORDINATOR (AISC)

Ref: (a) MCO 5271.4A

Encl: (1) ISC/AISC Appointment Letter
      (2) ISC/AISC Notification Letter
      (3) ISC/AISC Duties
      (4) REQUIRED ISC/AISC TRAINING COURSES

1. <u>Purpose</u>. To establish the policies and procedures governing the appointment and responsibilities of an ISC.

2. <u>Information</u>. In order to give the best control, support and coverage of station End User Computing Equipment (EUCE) and the Local Area Network (LAN), the ISC/AISC program has been established aboard Marine Corps Air Station (MCAS) Miramar. This program requires that personnel from each unit/section be designated and trained to perform basic LAN administration and EUCE related functions. The ISC/AISC program is a program that has been adopted throughout the Marine Corps as a method of improving service to the end user by training key personnel to handle certain functions associated with EUCE and the LAN. The Director of the Computer and Networking Systems Division (CNSD) is responsible for providing the ISC/AISC with the training necessary to assist the CNSD with EUCE maintenance, basic troubleshooting, end user education and LAN administration. This will be accomplished through classroom based training and on the job training (OJT).
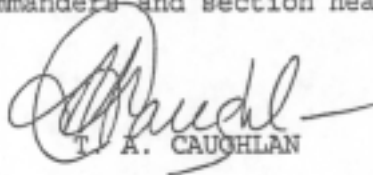
3. <u>Action</u>. Upon receipt of this Order, each department head or commanding officer using EUCE or the LAN shall designate an ISC and AISC in writing by an appointment letter submitted to the Director CNSD using the format in enclosure (1). The ISC/AISC will be assigned as an additional duty and guided in their duties by the reference and enclosure (2) to ensure maximum suitability.

Emphasis should be placed on the candidates existing expertise and knowledge of EUCE/LAN operations or potential to master the requisite skills. Personnel assigned to ISC/AISC duties should have a minimum of 1 year remaining on station. The CNSD will be notified of the assignments using enclosure (3).

4. _Training_. Classes for ISC/AISC's will be scheduled by CNSD. Refer to enclosure (4) for a list of mandatory classes/training. Upon request from the unit commander or section head, OJT can be provided to all ISC/AISC's by CNSD personnel. These types of training will maintain a high state of preparedness and afford end users the best customer service possible.

5. Commanding officers and section heads will ensure that personnel assigned as ISC and AISC are available to users at all times. Training (i.e. Rifle Range, Swim Qual, etc.) and leave will be planned accordingly so that at least one will be available.

6. Adherence to the policies set forth in this order is of utmost importance. The success of the ISC/AISC program rests upon the personnel assigned, unit commanders and section heads.

T. A. CAUGHLAN

DISTRIBUTION: MCAS: A

SAMPLE ISC/AISC APPOINTMENT LETTER

From: Commanding Officer or Section Head, Unit or Activity
To: Rank First Name MI Last Name, SSN/MOS USMC or USN
                              OR

        Grade First Name MI Last Name

Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR (ISC)/ASSISTANT
        INFORMATION SYSTEMS COORDINATOR (AISC)

Ref: (a) MCO 5271.4A
        (b) StaO 5233.1

1. You are hereby appointed as the ISC for Unit/Section. As such, you will be
responsible for all End User Computing Equipment (EUCE) maintenance, security,
and upgrading. Your duties will include, but will not be limited to, the
assisting and training of the users within this unit/section. You will be guided
in your duties by the references and the Computer and Networking Systems Division
(CNSD).

2. Training will be provided to you by the CNSD as outlined in reference (b).

3. This assignment will remain in effect until you are notified in writing of
your replacement.

                                    Signature

Copy to:
S-6 Code (CNSD)
SNM

StaO 5233.1

                                                          SSIC
                                                          Date

RECEIVING ENDORSEMENT

From: (ISC/AISC)Rank First Name MI Last Name, SSN/MOS USMC or USN
                              OR

        Grade First Name MI Last Name
To: Commanding Officer or Section Head, Unit or Activity

Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR (ISC)/ASSISTANT
        INFORMATION SYSTEMS COORDINATOR (AISC)

1. I hereby acknowledge said assignment and have read and understand the
references.

                                    Signature

                                        1   ENCLOSURE (1)

SAMPLE ISC/AISC-APPOINTMENT NOTIFICATION LETTER

From: Title of activity head, name of activity
To: Director, Computer and Networking Systems Division

Subj: APPOINTMENT OF INFORMATION SYSTEMS COORDINATOR (ISC) /
        ASSISTANT INFORMATION SYSTEMS COORDINATOR (AISC)

Encl: (1) Copy of ISC Assignment Letter
        (2) Copy of AISC Assignment Letter

1. The following personnel have been assigned the additional
duties as the (unit name) ISC/AISC:

    a. ISC APPOINTMENT

NAME: _____

RANK: _____

BUILDING NUMBER: _____

TELEPHONE NUMBER: _____

PROJECTED DATE THIS ISC/AISC WILL BE REPLACED: _____

    b. AISC APPOINTMENT

NAME: _____

RANK: _____

BUILDING NUMBER: _____

TELEPHONE NUMBER: _____

PROJECTED DATE THIS ISC/AISC WILL BE REPLACED: _____

2. The ISC and AISC have read and understand StaO 5233.1 informing
them of all their responsibilities associated with this
appointment.

                              SIGNATURE

                                        ENCLOSURE (2)

                              1

ISC/AISC DUTIES

The ISC is the primary point of contact for their respective unit or section when computer problems occur. If the ISC/AISC is unable to solve a problem at their level, they will contact the S-6 Help Desk. The responsibilities of the ISC/AISC are:

1. Act as primary point of contact for their command or staff section concerning EUCE/LAN systems.

2. Advise the commander/department head and staff on data processing support management and EUCE/LAN training.

3. Coordinate EUCE/LAN training for their respective unit/section he/she is tasked with supporting. This will be accomplished by notifying all of their users of the class schedules provided to the ISC/AISC by CNSD personnel. Utilize enclosure (4) for guidance on scheduling software training classes.

4. Attend all required ISC/AISC classes and meetings held at the CNSD. Refer to enclosure (4) for listing of required classes. Meetings will be used as a means of communication and as discussion groups to assist all ISC/AISC's in the execution of their duties.

5. Be familiar with EUCE/LAN systems used, including any specialized or unique programs used by their unit or section, and be familiar with all of the responsibilities of end users. It is recommended that ISC/AISC's know where to obtain technical assistance and ongoing support for those systems or programs which are not supported by the CNSD (this includes all programs which are non-Marine Corps standard software).

6. Determine priorities for EUCE/LAN systems support and distribution within their respective unit/section of responsibility.

7. Distribute any updates of documentation, manuals, and software upgrades to all users that the application affects. This includes assisting with the installation as required. Assist users with software applications.

8. Troubleshoot all EUC/LAN problems that may arise such as difficulty printing, program configurations, or hardware interface problems.

9. Know how passwords work within each of the different systems in use. ISC's should know how to set and change passwords and descriptive information related to accounts in their charge.

10. Understand the importance of computer security. ISC's should ensure that their users conform to policies on security such as logging out when not at their computer, changing passwords regularly, and keeping passwords confidential.

11. Be familiar with the latest version of virus protection software authorized by Headquarters Marine Corps and ensure that it is installed on **all** computers in their sections. The current anti-virus software utilized by CNSD Miramar at this writing is McAfee Anti-Virus ver 3.1.4. If a virus is detected, the ISC **must** report that incident to CNSD Security and fill out an incident report which can be obtained from CNSD Security.

12. Manage user accounts, profiles, passwords, and services. This will also include troubleshooting any network related problems and the management of mailbox message limits.

13. Know and apply the correct electronic mail (e-mail) naming conventions as directed in MCO 5271.4A.

14. Know how to complete an economic analysis in accordance with StaO 2300.3A. ISC should be familiar with the procedure for purchasing and justifying the need for new computer equipment.

15. Know how to request technical assistance regarding re-utilization of current resources.

16. Know the procedures for submitting trouble calls with the S-6 Help Desk.

17. Maintain desktop procedures and a turnover folder. This will at a minimum contain the following:

    a. Phone listing of all points of contact.

    b. Procedures for the quarterly inspection of computers for illegal software and viruses.

    c. Copy of StaO 5233.1 and StaO 5239.1A.

ENCLOSURE (3)

d. Copies of all other ADPE related documents (i.e. messages, letters of instruction, ALMARs, etc...)

e. Listing of tasks unique to their respective unit/ section.

f. List and location of all computers, printers and other hardware.

18. Schedule personnel, within the ISC/AISC's unit/section, to classes offered at CNSD using the following procedures:

a. Quarterly training schedules will be provided to all ISC/AISC's by CNSD personnel by the 20th of December, March, June and September. These training schedules will consist of the course subjects and dates they will convene.

b. Will be responsible for disseminating the schedule to all of their users and scheduling users for classes.

c. Scheduling for all classes will begin on the 20th and be completed by the 25th of each month for the following month's schedule.

d. Scheduling will be accepted via phone calls to the S-6 help desk from ISC/AISC's ONLY. To limit the number of phone calls to the Help Desk, users are asked not to schedule themselves for training. ISC/AISC's will be given immediate confirmation on scheduled personnel and given alternate dates when classes are full.

e. ISC/AISC's must notify CNSD personnel of any changes in attendee's or cancellations for scheduled courses.

f. In the event that neither the ISC nor the AISC will be available to schedule personnel, CNSD must be notified (in advance) of an alternate person who will be carrying out the duties of the ISC. This is to ensure that training schedules can be forwarded and disseminated to all units/sections.

g. The course title and date, attendee's name, rank/grade, work section, and phone number will be required to complete course scheduling.

h. In an effort to afford all personnel an equal opportunity to train, quotas will not be assigned to individual sections. If CNSD receives more names than can be accommodated in the scheduled classes, every effort will be made to add class dates and return alternate dates for the requested course.

i. Special training requests will be considered on a case by case basis.

REQUIRED ISC/AISC TRAINING COURSES

1. The following courses are the current requirements for all ISC/AISC's, and are mandatory:

    DOS
    WINDOWS 95
    AMIPRO
    WORDPRO
    APPROACH
    FREELANCE GRAPHICS
    1-2-3
    BASIC BANYAN ADMINISTRATION
    ADVANCED BANYAN ADMINISTRATION
    BEYOND MAIL USE AND ADMINISTRATION

2. On the Job Training can be provided upon request from the ISC/AISC's unit commanders or section heads.